

MEMORANDUM

TO: Chairman Ron Jones
Director Pat Miller
Director Sara Kyle

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: May 9, 2006

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-APRIL¹

Regulated utility complaints received and investigated in April	89	
Non-regulated complaints received and investigated in April	7	
Number of follow-up investigations made in April	342	
Year-to-date regulated utility complaint total	464	
Number of Telemarketing complaints investigated in April	33	
Year-to-date Telemarketing complaints	138	
Year-to-date total of Tennesseans signed up for Do Not Call Register	2,604,927	
Number of active telemarketing solicitors	538	
Number of Do Not Call Renewal Applications Approved	1	
Number of Do Not Fax complaints investigated in April	71	
Year-to-date total of Do Not Fax complaints	393	
Year-to-date total TDAP devices ordered	542	
Number of calls to MCI Relay Center Intrastate: 32,990	Interstate: 4,002	36,992
Number of calls to CapTel Center Intrastate: 5,274	Interstate: 1,388	6,662

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in April 2006)

Telephone Company's

1. BellSouth	45
2. Frontier/Citizens	1
3. Peoples	1
4. Sprint United	8
5. TDS	1
6. United	1

CLECS

1. Aeneas	1
2. Ameri Vision	1
3. Birch	3
4. Jackson Energy Authority	1
5. MCI	2
6. Nuvox/Trivergent	1
7. XO	1

Gas, Water & Electric

1. Atlanta Gas	1
2. Atmos Energy	6
3. NGC	4

Regulated Complaints for NR Companies

1. AOL Internet Service	1
2. Net Page Now	1
3. Sprint PCS	1

Resellers

1. Global Connections	1
2. TransWorld Network, Corp.	1
3. US Telecom Long Distance	1
4. XTN	1
5. YAK Communications	1

Long Distance Companies

1. AT&T Business	1
2. AT&T Residential	4
3. MCI	1
4. Sprint	2

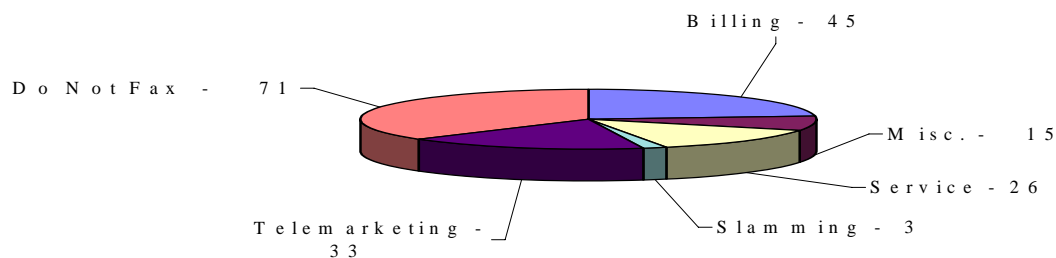
Billing Agents

1. Enhanced Services Billing	2
2. ILD Telecommunications	1
3. OAN	1

Non Regulated Complaints

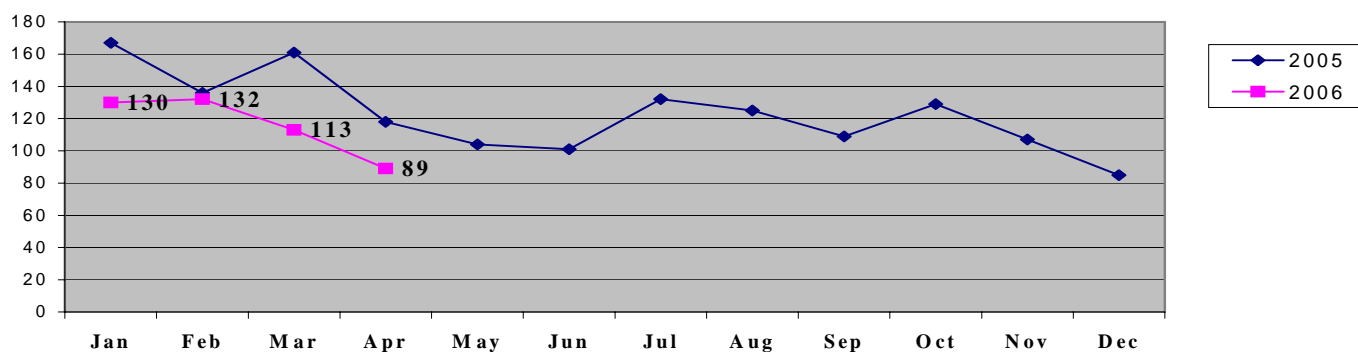
1. BellSouth	4
2. Earthlink trueVoice	1
3. Enhanced Services Billing	1
4. MCI	1
6. VOIP	4
6. The Billing Resource	1

Regulated Complaint Totals for April:



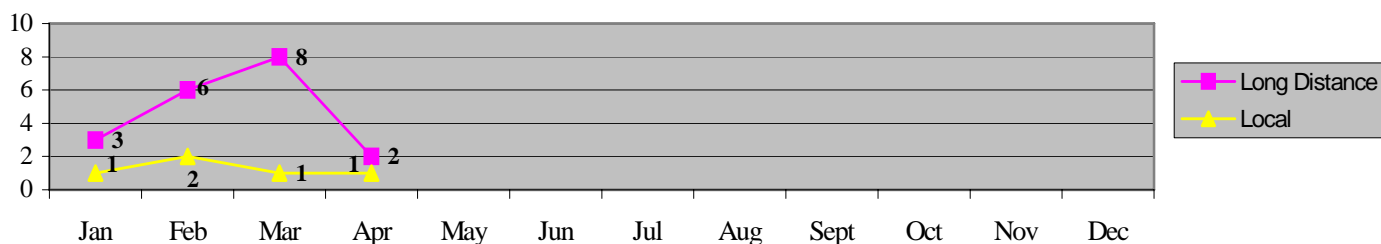
Graph 1

Regulated Utility Complaints from 2005 -2006:



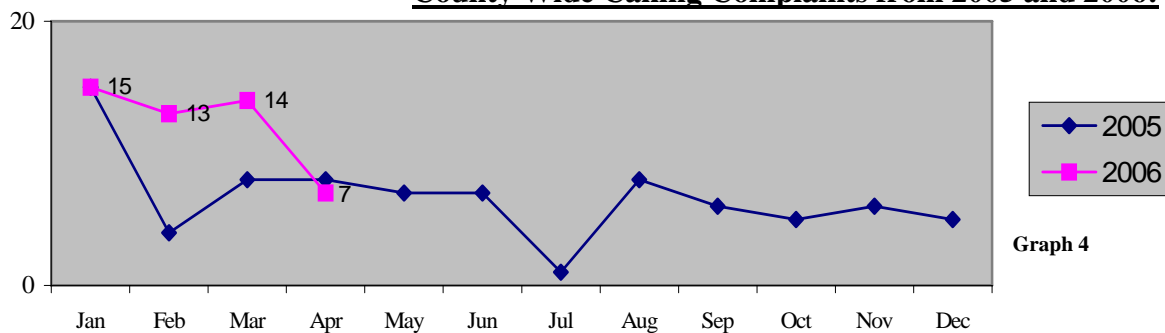
Graph 2

Slamming Totals: (Highest Number of Slamming Complaints for the Month of April: Ameri Vision: 1, BellSouth: 1, & MCI: 1)



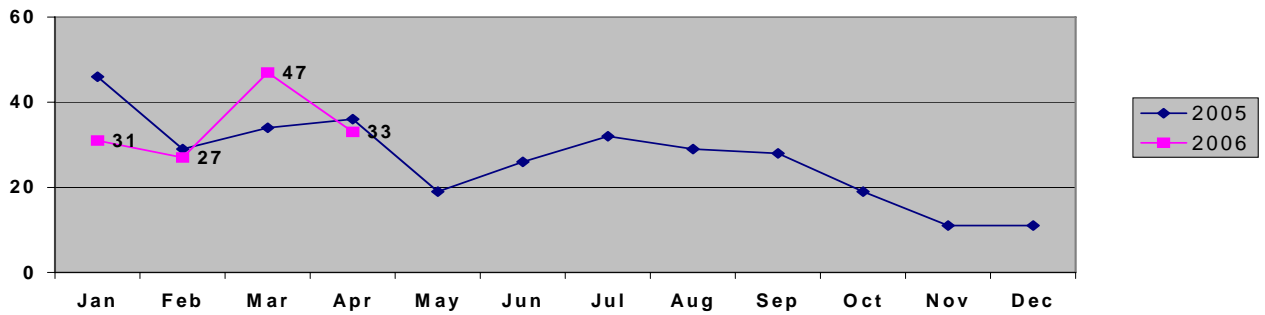
Graph 3

County Wide Calling Complaints from 2005 and 2006:



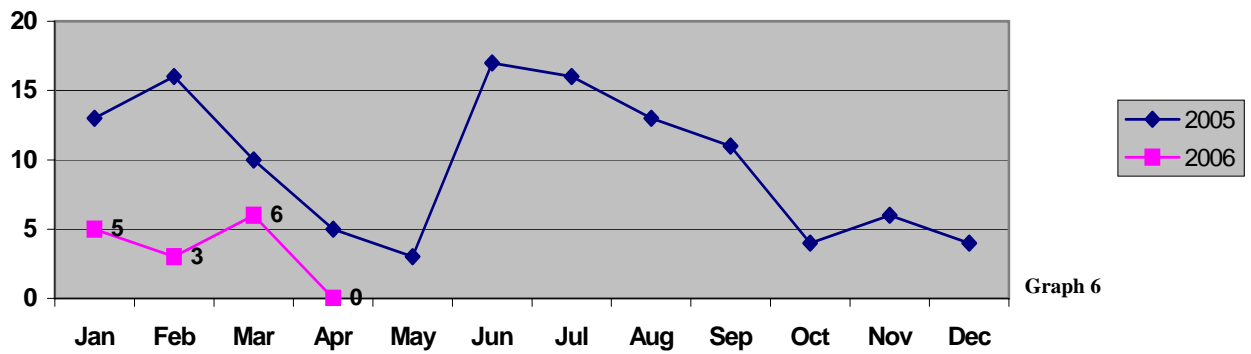
Graph 4

Telemarketing Complaints: (Most Complaints: JNS Group, Inc.: 6)



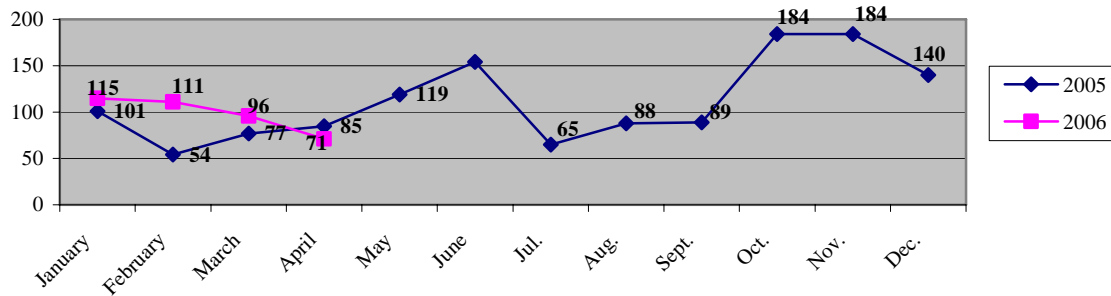
Graph 5

Telemarketing Solicitor New Applications Approved:



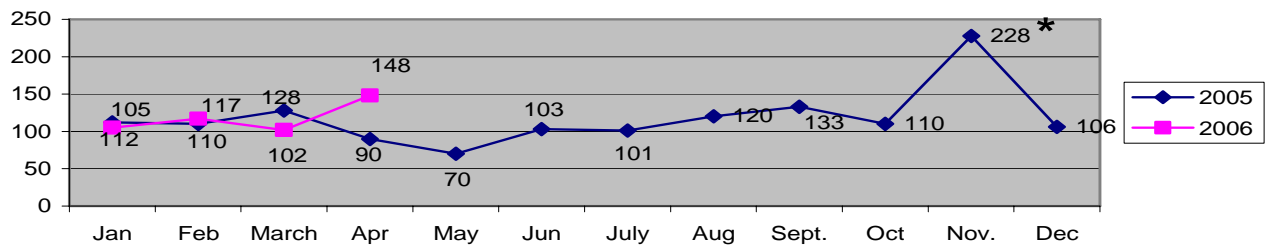
Graph 6

2005 Do Not Fax Complaints:



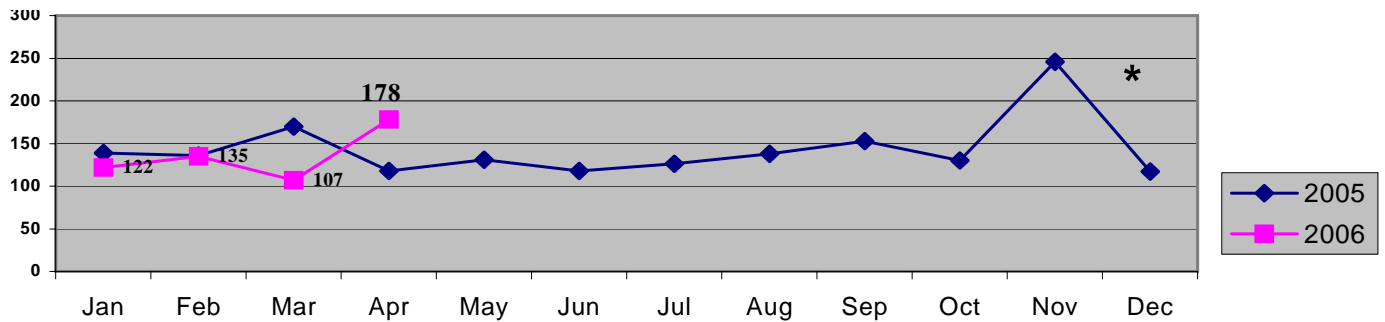
Graph 7

TDAP Applications Approved:



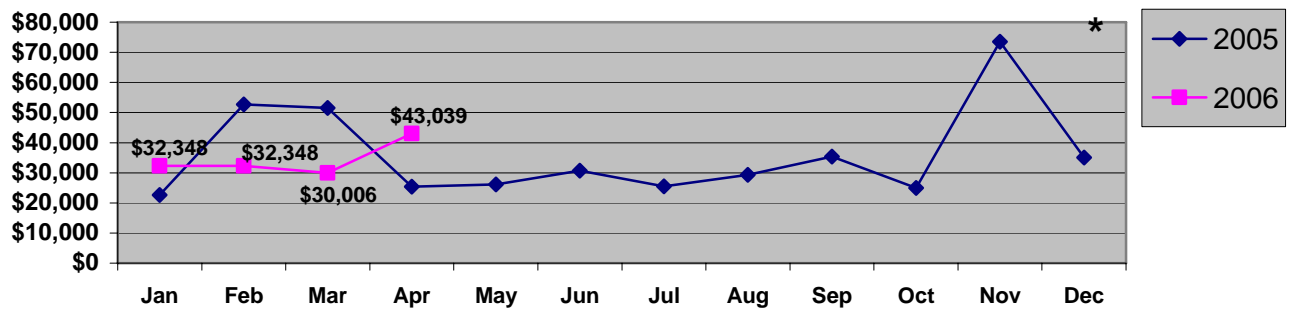
Graph 8

TDAP Devices Ordered



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

* Captel equipment was initially ordered in April 2005.

